Incident	Type	Category		Priority		Status	Metric	Missed		Value
INC000000152876	Telecom	None	None				TIR Missed:	No	TIR:	0.00
	Help Desk	Board of Education		Low		Closed	TTR Missed:	No	TTR:	0.00
INC000000153028	Telecom	Dial Tone	None				TIR Missed:	No	TIR:	0.00
	Voice Operations	Board of Education		Low		Closed	TTR Missed:	No	TTR:	0.00
INC000000153599	Telecom	Dial Tone	None				TIR Missed:	No	TIR:	0.09
	Voice Operations	Board of Education		Low		Closed	TTR Missed:	No	TTR:	0.13
INC000000155590	Telecom	Voice Mail	None				TIR Missed:	No	TIR:	0.04
	Voice Operations	Board of Education		Low		Closed	TTR Missed:	No	TTR:	0.11
INC000000156355	Telecom	Hardware	None				TIR Missed:	No	TIR:	0.21
	Voice Operations	Board of Education		Low		Closed	TTR Missed:	No	TTR:	0.34
INC000000157092	Telecom	Call/Receive	None				TIR Missed:	No	TIR:	0.32
	Voice Operations	Board of Education		Low		Closed	TTR Missed:	No	TTR:	0.51
INC000000158914	Telecom	Feature	Telephone				TIR Missed:	No	TIR:	0.18
	Voice Operations	Board of Education		Low		Closed	TTR Missed:	No	TTR:	0.32
INC000000159523	Telecom	Voice Mail	None				TIR Missed:	No	TIR:	0.00
	Voice Operations	Board of Education		Low		Closed	TTR Missed:	No	TTR:	0.00
INC000000162301	Telecom	Voice Mail	None				TIR Missed:	No	TIR:	0.58
	Voice Operations	Board of Education		Low		Resolved	TTR Missed:	Yes	TTR:	7.19
INC000000163681	Telecom	Voice Mail	None				TIR Missed:	No	TIR:	0.10
	Voice Operations	Board of Education		Low		Resolved	TTR Missed:	No	TTR:	0.61
INC000000163971	Telecom	Call/Receive	None				TIR Missed:	No	TIR:	0.23
INC000000163971	Telecom	Call/Receive	None				TIR Missed:	No	TIR:	0.00
	Voice Operations	Board of Education		Medium		Resolved	TTR Missed:	No	TTR:	0.56
	Voice Operations	Board of Education		Medium		Resolved				0.64
INC000000164578	Telecom	Voice Mail	None				TIR Missed:	No	TIR:	0.14
	Voice Operations	Board of Education		Low		Resolved	TTR Missed:	No	TTR:	0.26
INC000000164614	Telecom	Voice Mail	None				TIR Missed:	No	TIR:	0.07
	Voice Operations	Board of Education		Low		Resolved	TTR Missed:	No	TTR:	0.13
INC000000164902	Telecom	Voice Mail	None				TIR Missed:	No	TIR:	0.00
	Help Desk	Board of Education		Low		Resolved	TTR Missed:	No	TTR:	0.00
INC000000164965	Telecom	Voice Mail	None				TIR Missed:	No	TIR:	0.13
	Voice Operations	Board of Education		Low		Resolved	TTR Missed:	No	TTR:	0.20

Board of Pardons and Parole Incidents Report

7/1/2010 to **7/31/2010** as of **8/2/2010**

Board of Pardons and Parole

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.
Cells displayed show the number of incidents resolved on first contact during the reporting period.

Top Number - Total Incidents
Bottom Number - FCR Met

				Low	Total
Metro C Desktop Support	**Network**	**None**	**None**	1 0	1 0
			Total	1 0	1 0
		Total		1 0	1 0
	Total			1 0	1 0
Security	**_No Tier 2**	**None**	**Novell GroupWise**	1 0	1 0
			Total	1 0	1 0
		Total		1 0	1 0
	Application	**Error**	**Novell Messenger**	1 1	1 1
			Total	1 1	1 1
		Total		1 1	1 1

				Low	Total
Security	**Total**			21	21
Voice Operations	**Telecom**	**CrossTalk/Noise/Static**	**None**	10	10
			Total	10	10
		Total		10	10
	Total			10	10
Total				41	41

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards.
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock minutes.
Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

| | | | | **Top Number - Total Incidents**
 Bottom Number - Missed Inital Response | |
				Low	**Total**
Metro C Desktop Support	**Network**	**None**	**None**	1 1	1 1
			Total	1 1	1 1
		Total		1 1	1 1
	Total			1 1	1 1
Security	**_No Tier 2**	**None**	**Novell GroupWise**	1 0	1 0
			Total	1 0	1 0
		Total		1 0	1 0
	Application	**Error**	**Novell Messenger**	1 0	1 0
			Total	1 0	1 0
		Total		1 0	1 0
	Total			2 0	2 0
Voice Operations	**Telecom**	**CrossTalk/Nois e/Static**	**None**	1 0	1 0

				Low	Total
Voice Operations	**Telecom**	**CrossTalk/Noise/Static**	**Total**	10	10
		Total		10	10
	Total			10	10
Total				41	41

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards.
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.
Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

				Top Number - Total Incidents **Bottom Number -Average time in hours**	
				Low	**Total**
Metro C Desktop Support	**Network**	**None**	**None**	1 2.50	1 2.50
			Total	1 2.50	1 2.50
		Total		1 2.50	1 2.50
	Total			1 2.50	1 2.50
Security	**_No Tier 2**	**None**	**Novell GroupWise**	1 0.00	1 0.00
			Total	1 0.00	1 0.00
		Total		1 0.00	1 0.00
	Application	**Error**	**Novell Messenger**	1 0.00	1 0.00
			Total	1 0.00	1 0.00
		Total		1 0.00	1 0.00
	Total			2 0.00	2 0.00
Voice Operations	**Telecom**	**CrossTalk/Nois e/Static**	**None**	1 0.13	1 0.13

				Low	Total
Voice Operations	**Telecom**	**CrossTalk/Noise/Static**	**Total**	1 0.13	1 0.13
		Total		1 0.13	1 0.13
	Total			1 0.13	1 0.13
Total				4 0.66	4 0.66

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards.

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

				Top Number - Total Incidents Bottom Number - Missed Resolution	
				Low	**Total**
Metro C Desktop Support	**Network**	**None**	**None**	1 1	1 1
			Total	1 1	1 1
		Total		1 1	1 1
	Total			1 1	1 1
Security	**_No Tier 2**	**None**	**Novell GroupWise**	1 0	1 0
			Total	1 0	1 0
		Total		1 0	1 0
	Application	**Error**	**Novell Messenger**	1 0	1 0
			Total	1 0	1 0
		Total		1 0	1 0
	Total			2 0	2 0
Voice Operations	**Telecom**	**CrossTalk/Nois e/Static**	**None**	1 0	1 0
			Total	1 0	1 0

			Low	Total
Voice Operations	**Telecom**	**Total**	1 0	1 0
	Total		1 0	1 0
Total			4 1	4 1

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards.
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.
Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Top Number - Total Incidents
Bottom Number - Average time in hours

				Low	Total
Metro C Desktop Support	**Network**	**None**	**None**	1 6.93	1 6.93
			Total	1 6.93	1 6.93
		Total		1 6.93	1 6.93
	Total			1 6.93	1 6.93
Security	**_No Tier 2**	**None**	**Novell GroupWise**	1 0.31	1 0.31
			Total	1 0.31	1 0.31
		Total		1 0.31	1 0.31
	Application	**Error**	**Novell Messenger**	1 0.00	1 0.00
			Total	1 0.00	1 0.00
		Total		1 0.00	1 0.00
	Total			2 0.16	2 0.16
Voice Operations	**Telecom**	**CrossTalk/Noise/Static**	**None**	1 0.13	1 0.13